



**PLYMOUTH  
CEMETERIES &  
CREMATORIUM**

THE PARK | WESTON MILL  
EFFORD | LONGCAUSE | RIDGE CROSS



## **Accessibility Statement**

This accessibility statement applies to [plymouthcrematoria.co.uk](http://plymouthcrematoria.co.uk) and [plymouthcrematoria.com](http://plymouthcrematoria.com).

This website aims to make sure that anyone can use the website however they choose to access it.

This website is run by Goss. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- Change colours, contrast levels and fonts using browser or device settings
- Zoom in up to 300% without the text spilling off the screen
- Navigate most of the website using a keyboard or speech recognition software
- Listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

### **How accessible this website is**

The website design conforms largely to the Web Content Accessibility Guidelines (WCAG) version 2.1 AA standard

We know some parts of this website are not fully accessible:

- You cannot modify the line height or spacing of text
- Most older PDF documents are not fully accessible to screen reader software
- Live video streams do not have captions
- You cannot skip to the main content when using a screen reader
- There's a limit to how far you can magnify the map on our 'contact us' page
- Feedback and contact information
- If you find any problems not listed on this page or think we're not meeting accessibility requirements, please contact: [cemeteries@plymouth.gov.uk](mailto:cemeteries@plymouth.gov.uk)

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

Please email: [cemeteries@plymouth.gov.uk](mailto:cemeteries@plymouth.gov.uk)

If you cannot view the map on our 'contact us' page, please call or email us [cemeteries@plymouth.gov.uk](mailto:cemeteries@plymouth.gov.uk) or call 01752 307770 for directions.

### **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

### **Contacting us by phone**

We provide a text relay service for people who are deaf, hearing impaired or have a speech impediment.

Dial 18001 followed by the telephone number.

### **Technical information about this website's accessibility**

Plymouth City Council's Plymouth Cemeteries and Crematorium is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### **Compliance status**

This website is partially compliant with the Web Content Accessibility Guidelines (WCAG) version 2.1 AA standard, due to the non-compliances and exemptions listed below.

### **Non-accessible content**

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations  
PDFs

Some older PDFs and other documents don't meet accessibility standards, for example they may not be accessible to a screen reader.

PDFs on [plymouthcrematoria.co.uk](http://plymouthcrematoria.co.uk) and [plymouthcrematoria.com](http://plymouthcrematoria.com) will be as accessible as possible.

We understand that the regulations don't require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. However, if you need the information in an alternative format, please contact us.

### **Third party content**

Our website contains third-party content some of which may not be fully compliant with the accessibility regulations, where possible we aim to work with the third party to improve its accessibility of this content.

### **Disproportionate burden**

Not applicable.

### **Content that's not within the scope of the accessibility regulations**

The following are issues that we do not need to fix right now. These are exempt from meeting the accessibility regulations.

### **PDFs and other documents**

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. We plan to either fix or replace them with accessible HTML pages.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services.

Any new PDFs or documents we publish will meet accessibility standards.  
Third party content

Our website has some widgets that are provided by third parties and are outside our control.

### **How we tested this website**

Our website was last reviewed on 31 January 2024. We carry out manual testing using the WAVE suite of accessibility tools.

What we're doing to improve accessibility

We have a plan in place to improve the accessibility of our website and will work to fix any issues that don't meet the requirements.

### **Preparation of this accessibility statement**

This statement was prepared on 31 January 2024. It was last reviewed on 2 February 2023.

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